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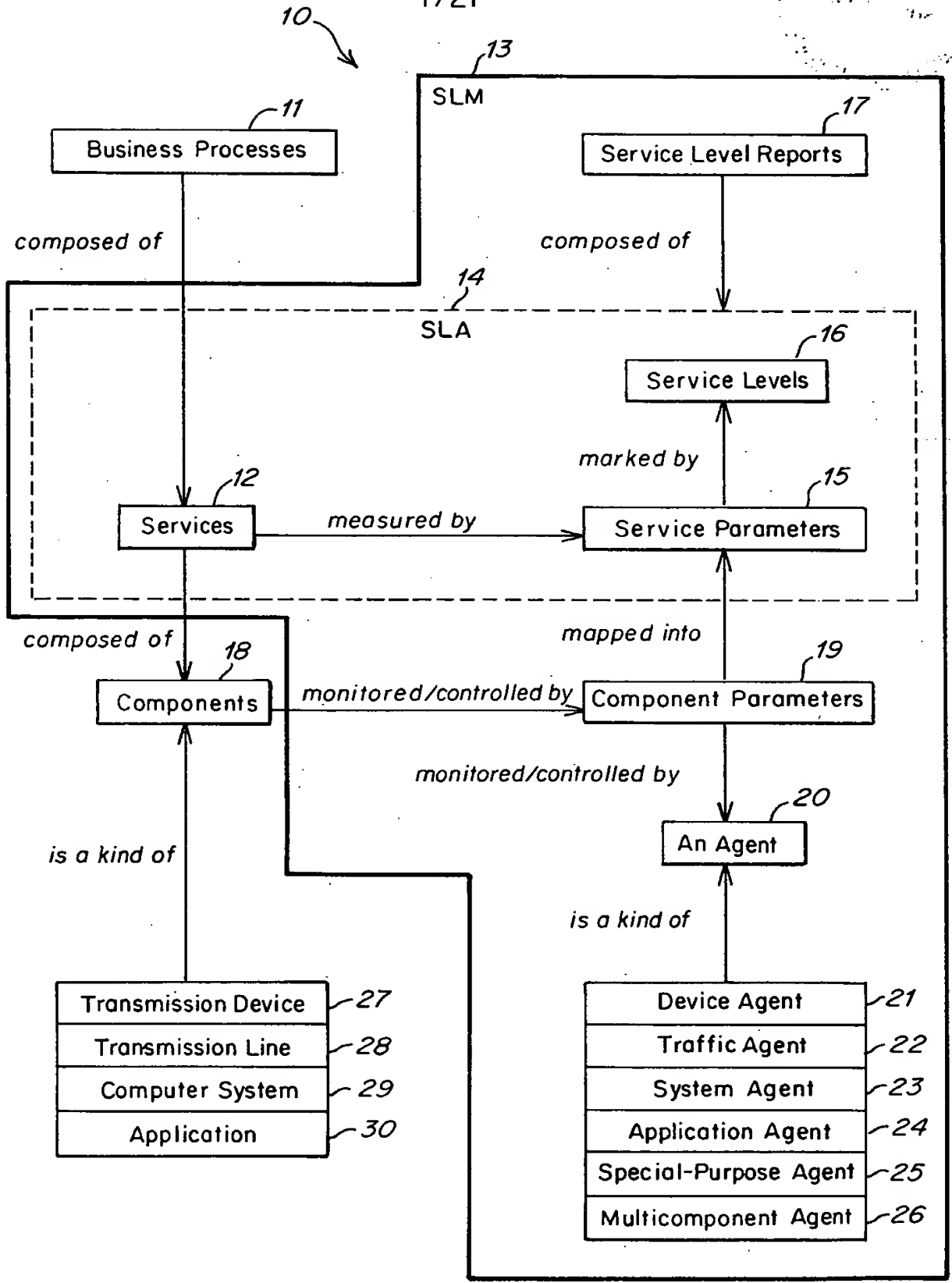


Fig. 1

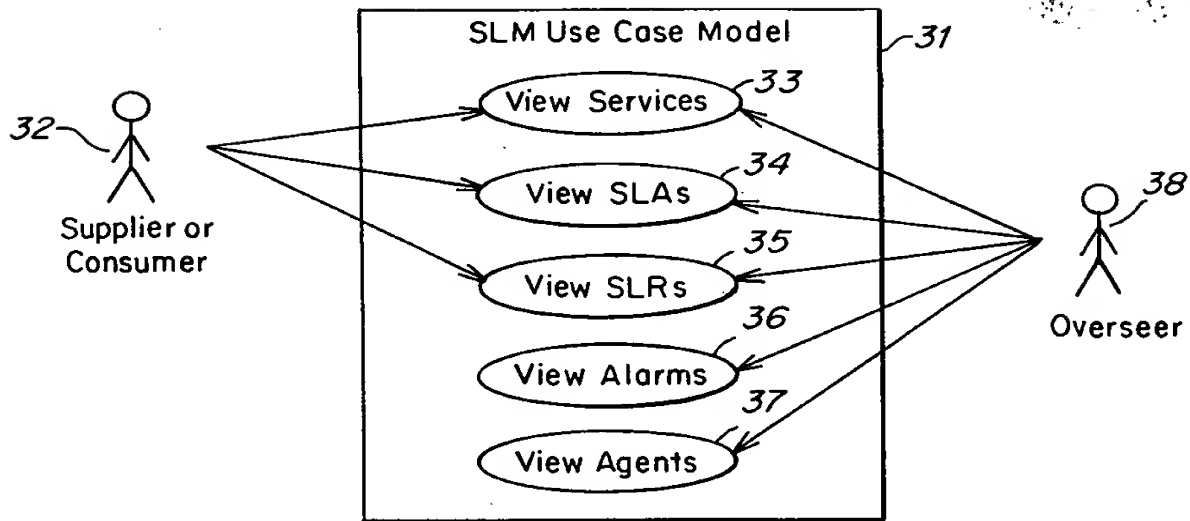


Fig. 2

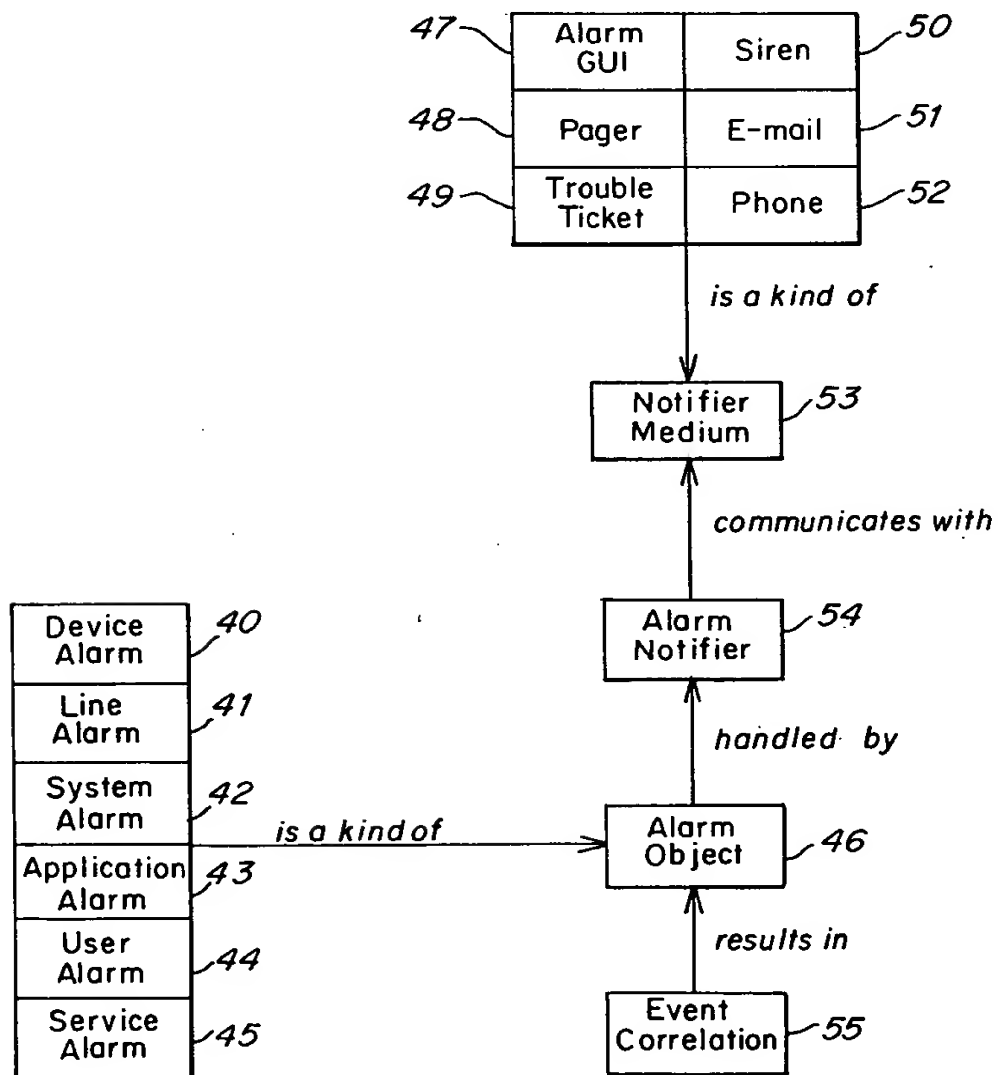


Fig. 3

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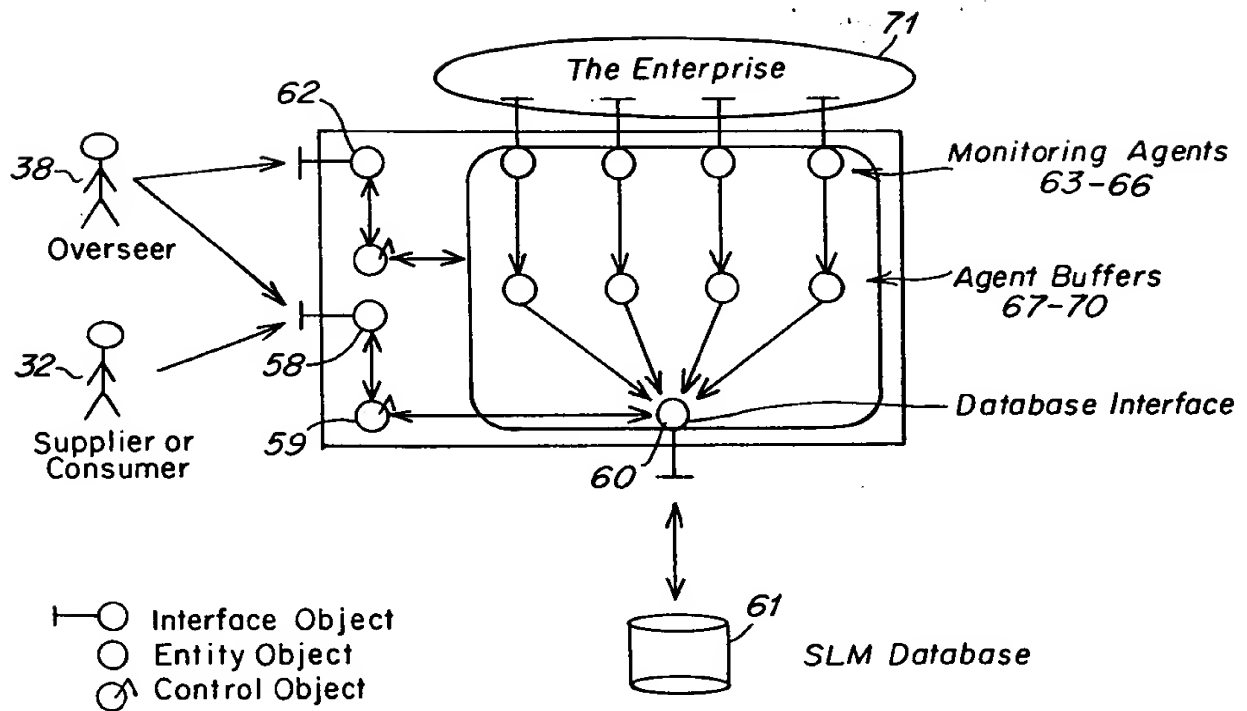


Fig. 4

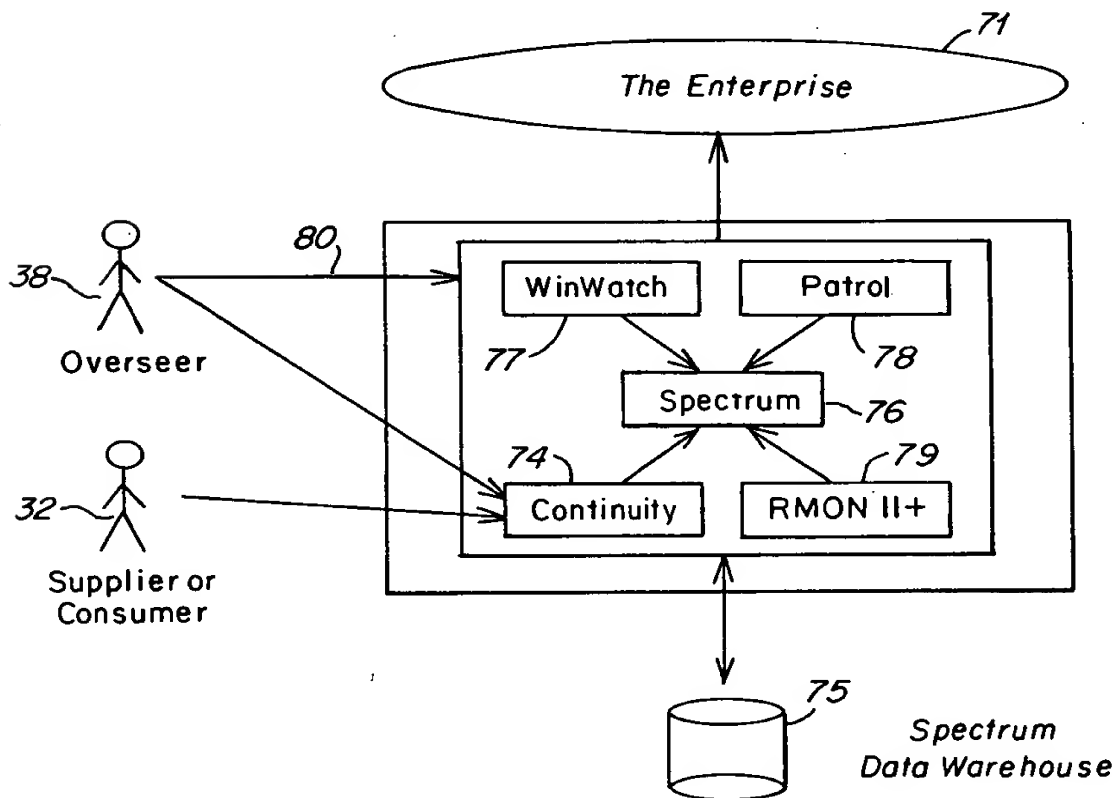


Fig. 5

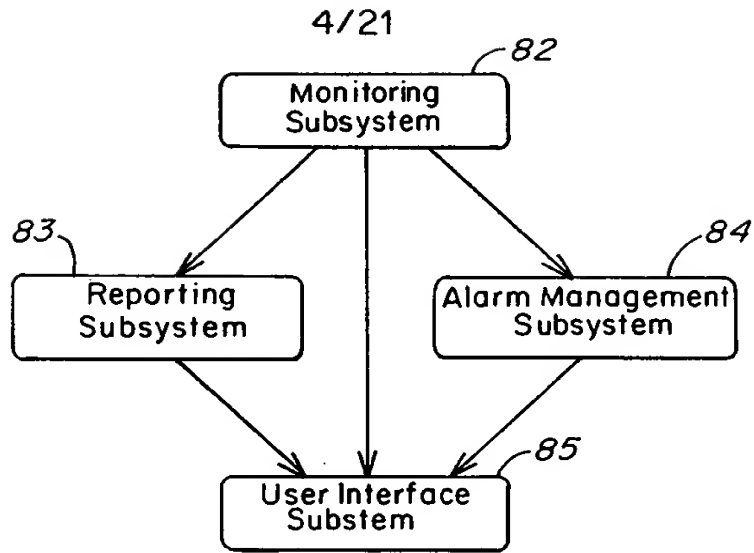


Fig. 6

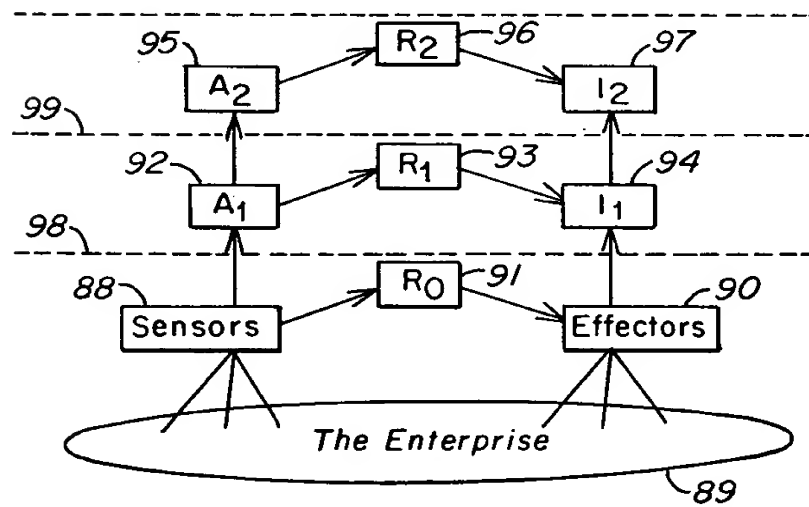


Fig. 7

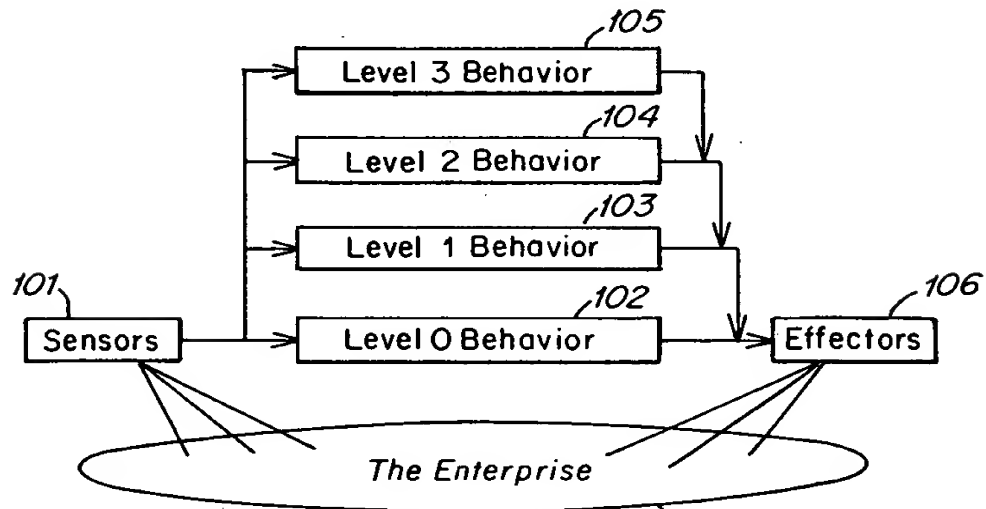


Fig. 8

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Level 2 Abstraction,
Reasoning, Instruction

Level 1 Abstraction,
Reasoning, Instruction

Level 0 Abstraction,
Reasoning,
Instruction

Monitoring

Auto
Control

Human
Control

The Enterprise

Fig. 9

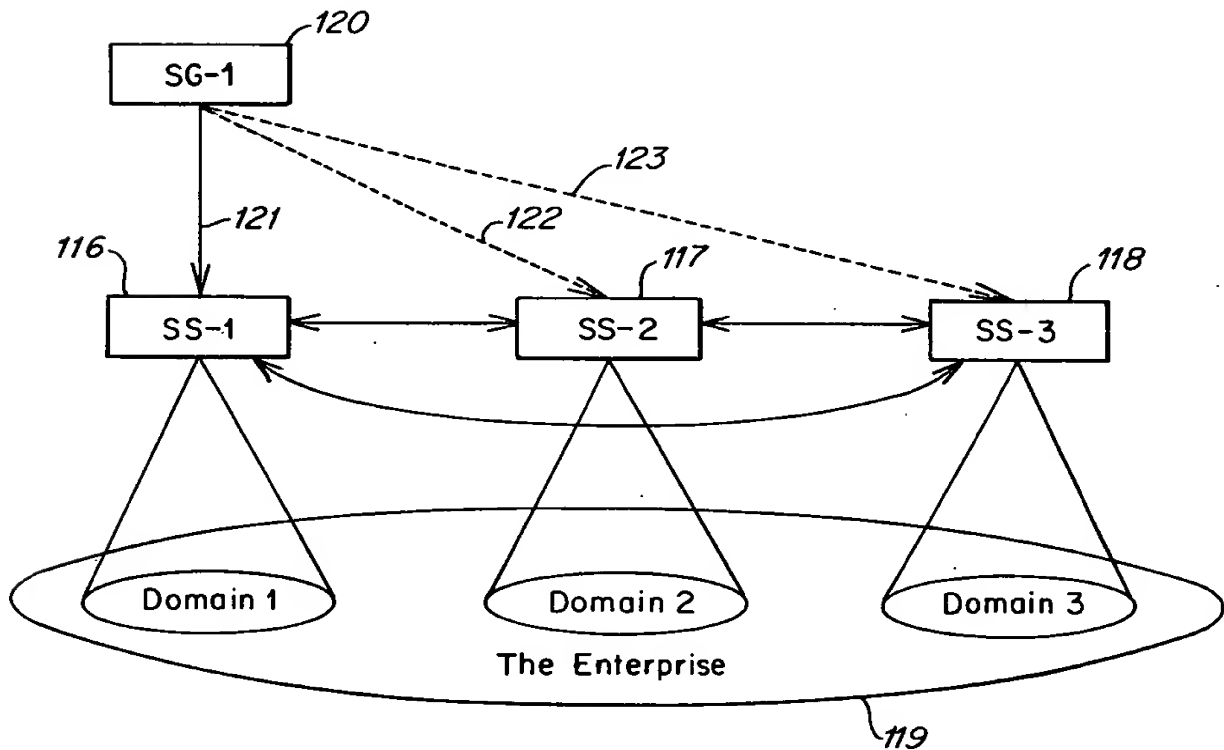


Fig. 10

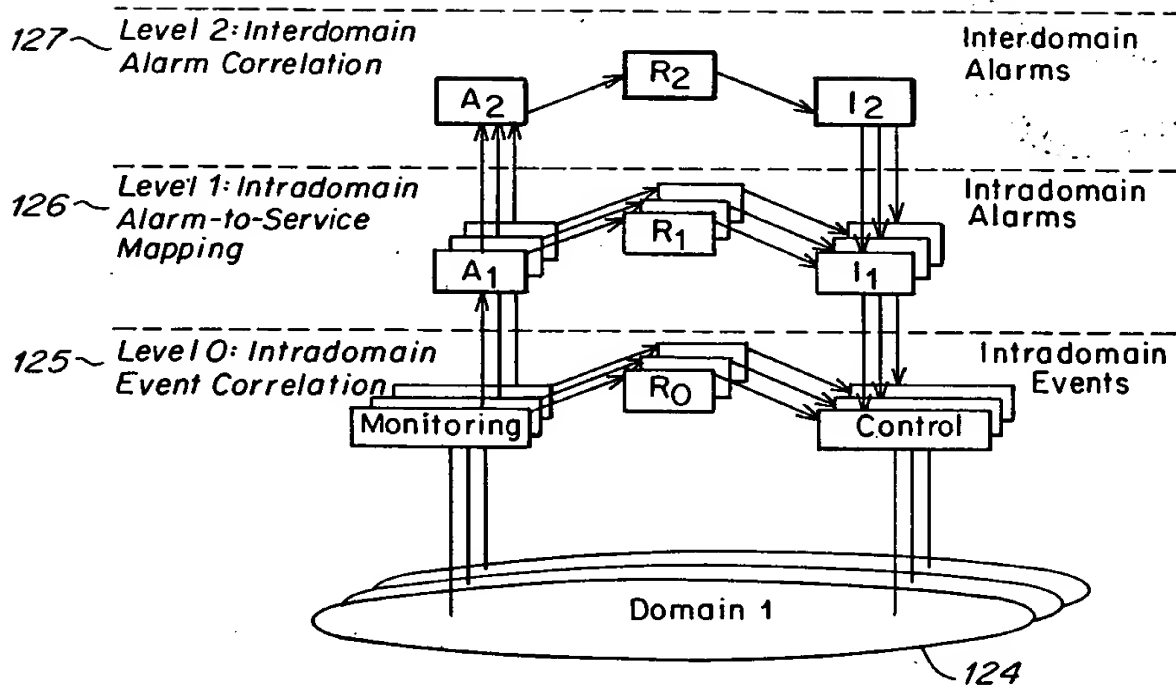


Fig. 11

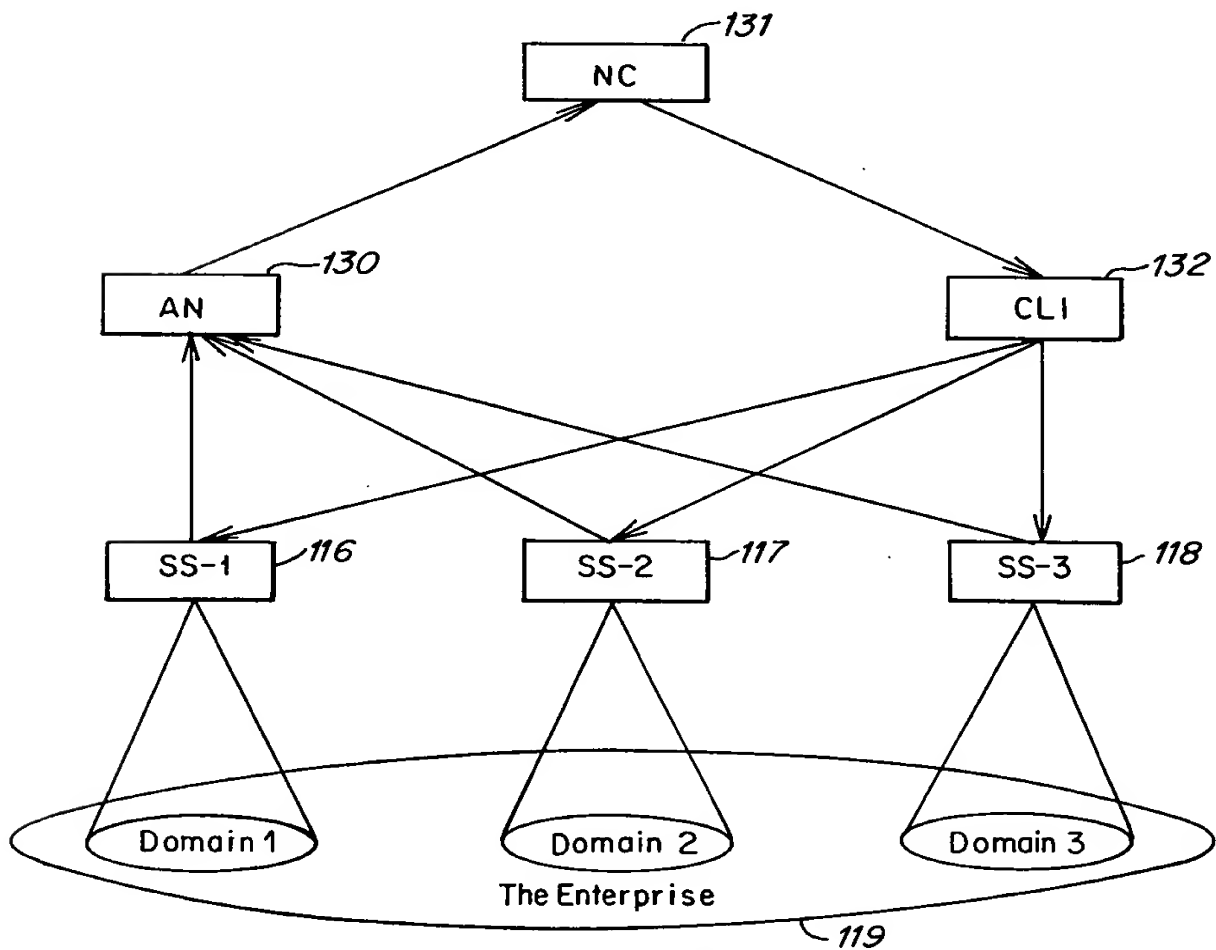


Fig. 12

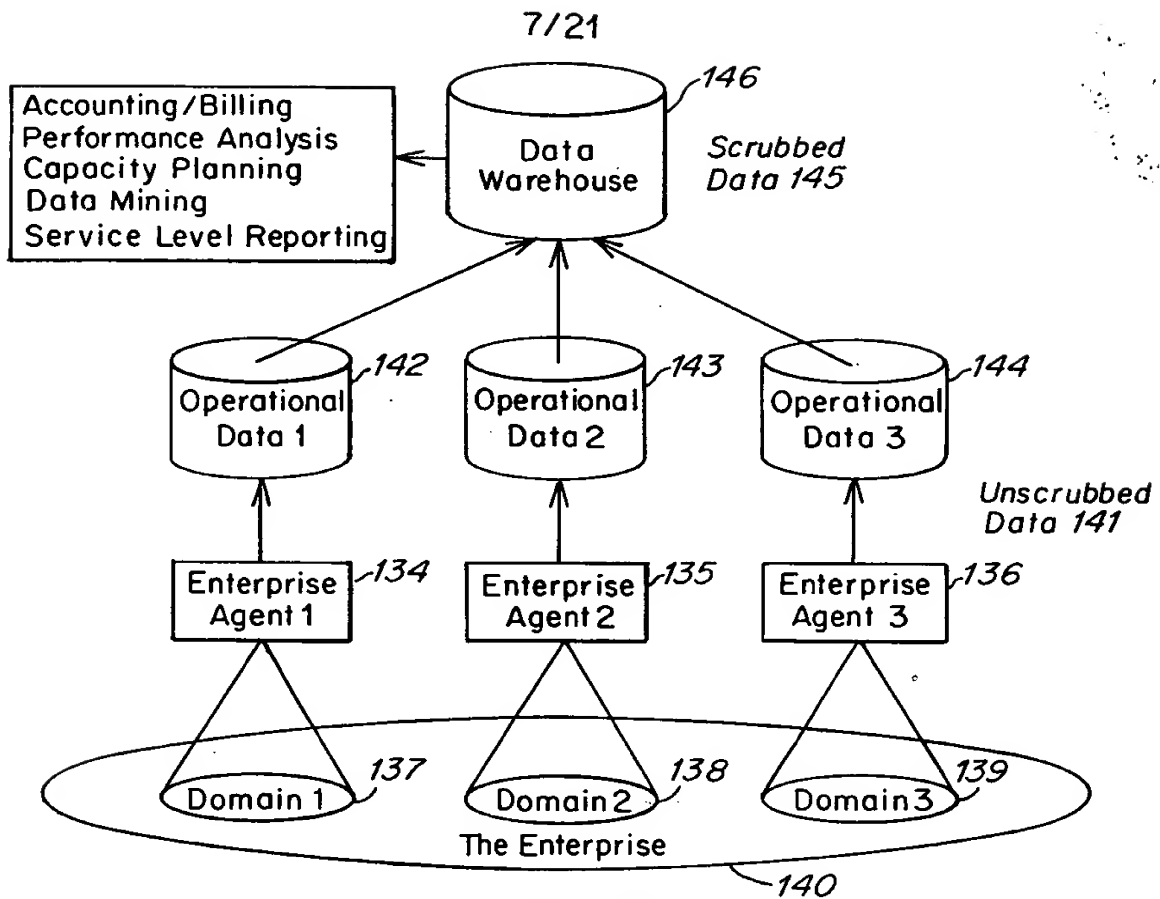


Fig. 13

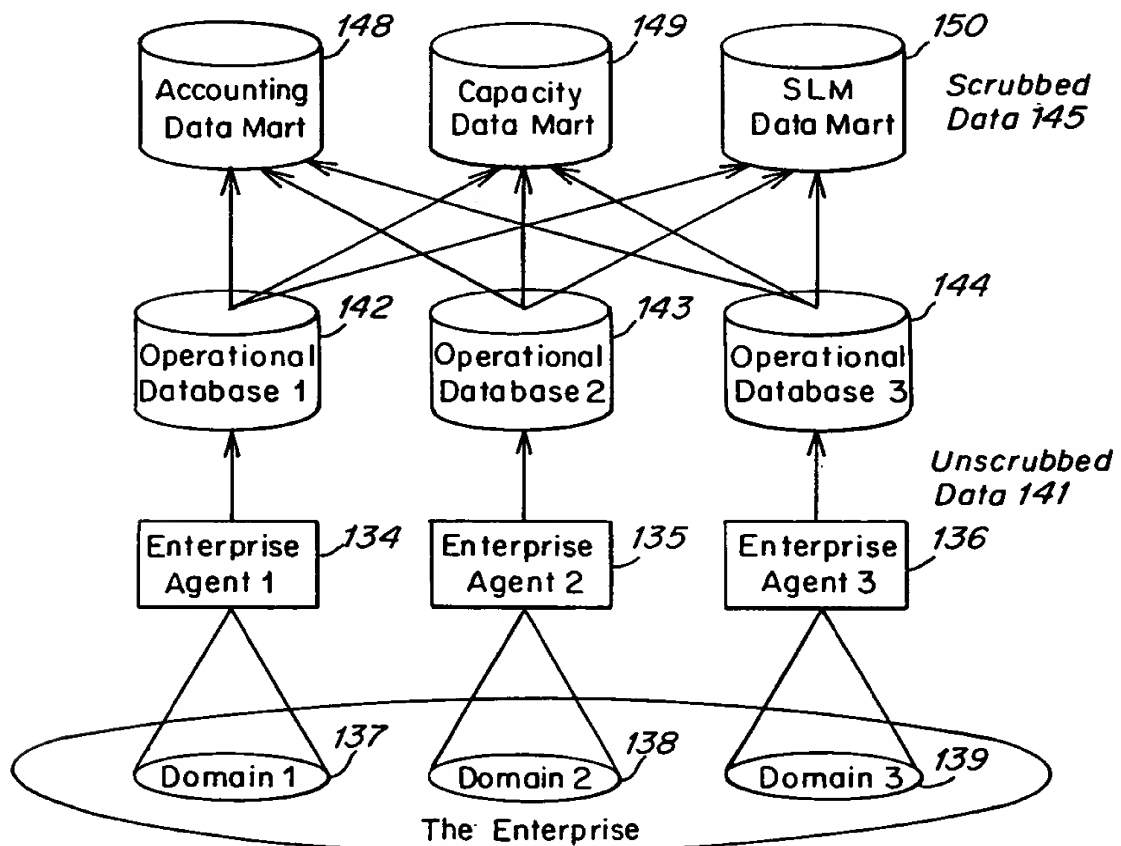


Fig. 14

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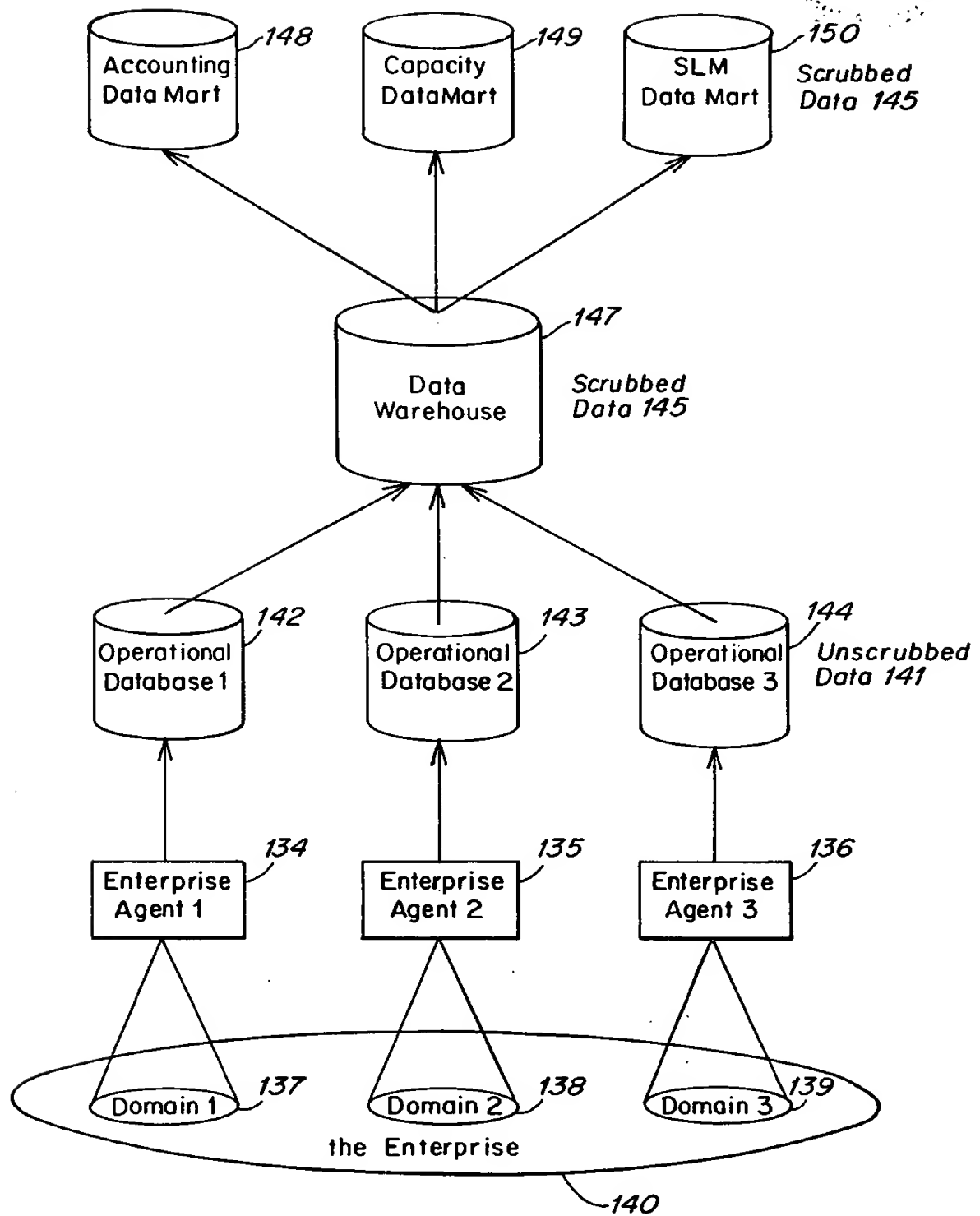
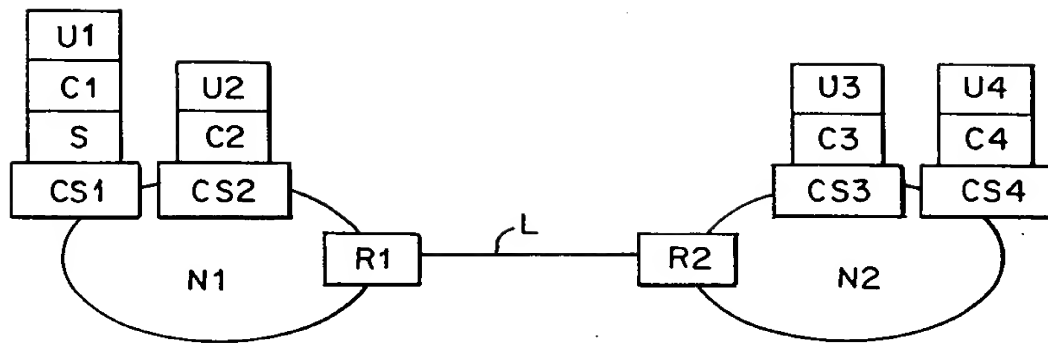
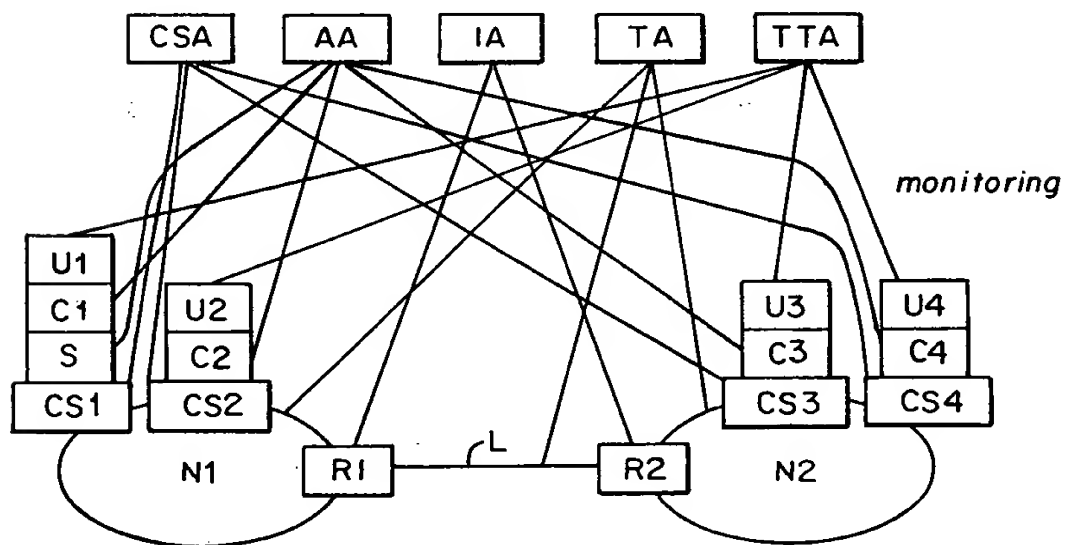


Fig. 15

*Fig. 16**Fig. 17*

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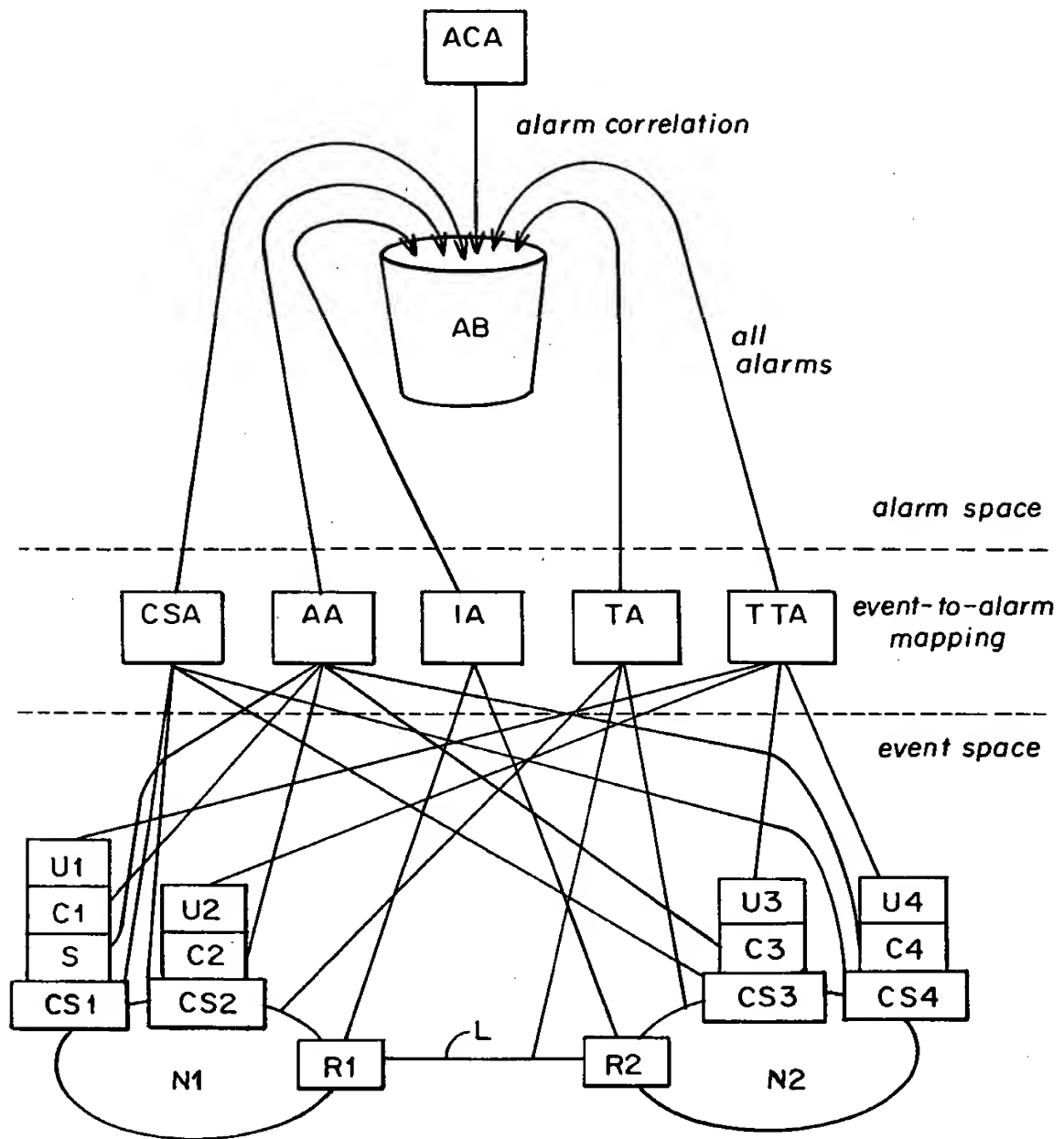


Fig. 18

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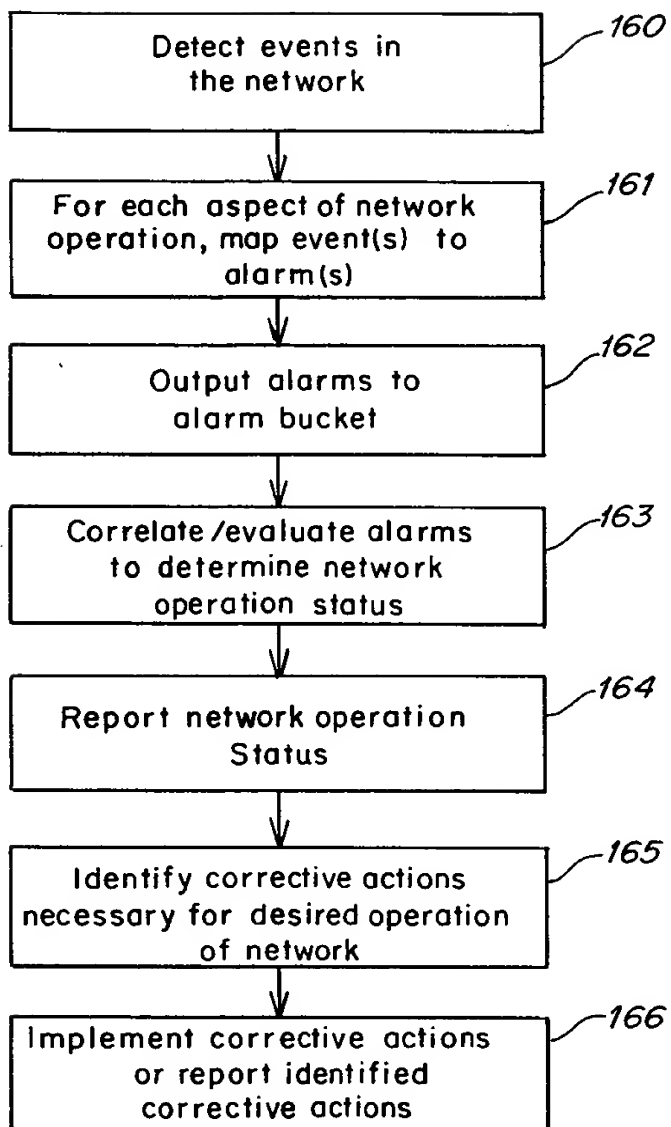


Fig. 19

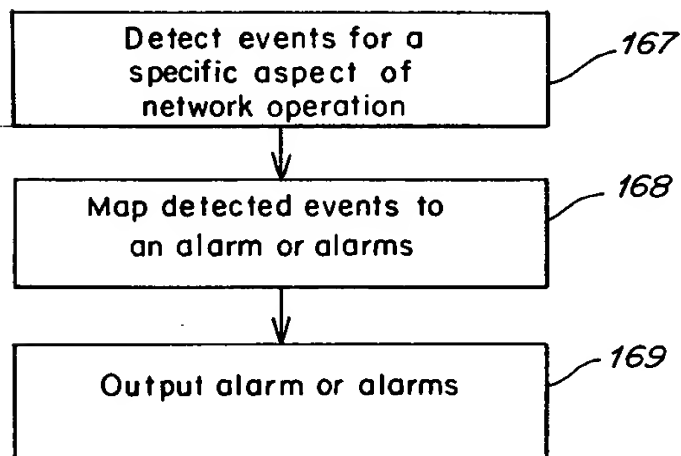


Fig. 20

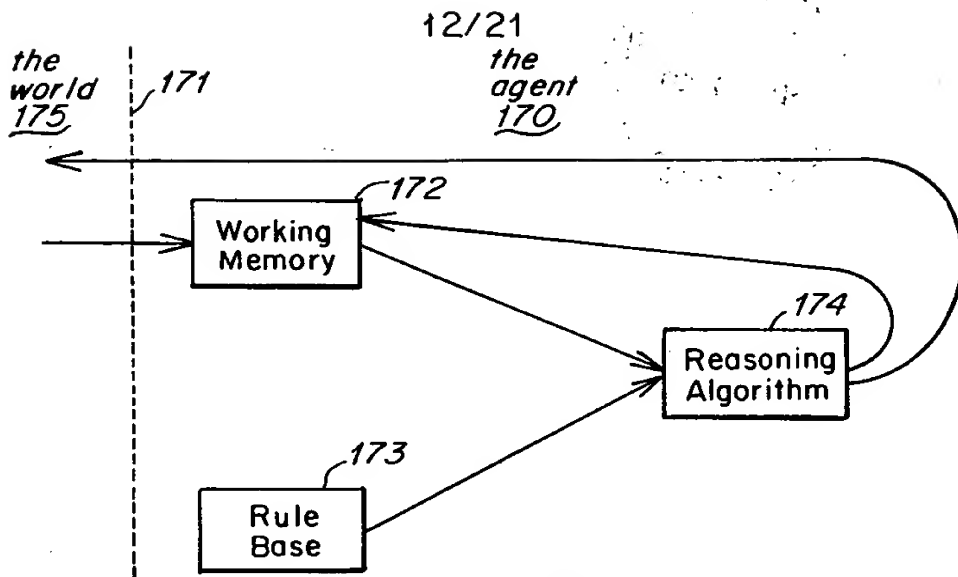


Fig. 21

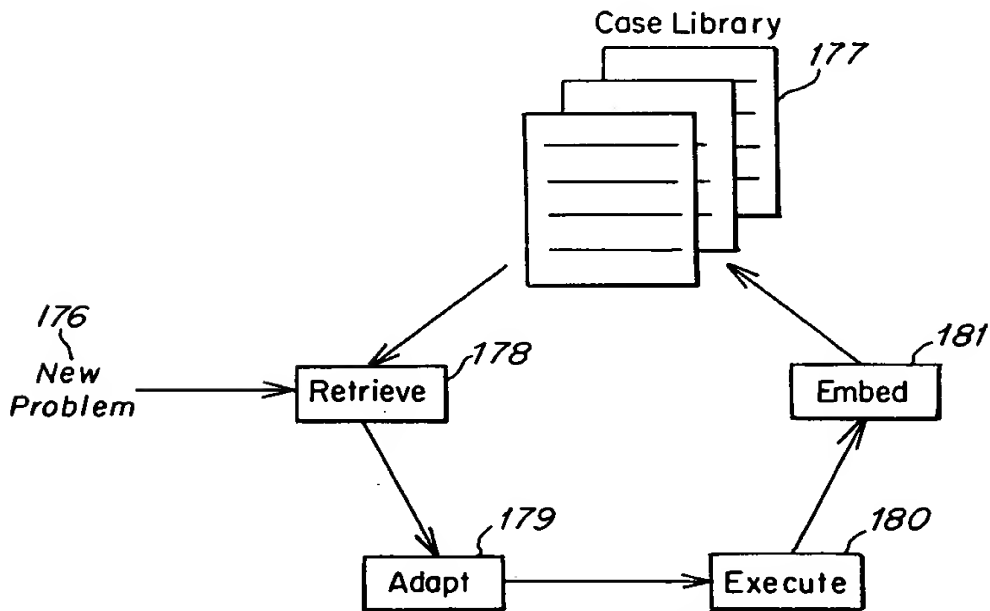


Fig. 22

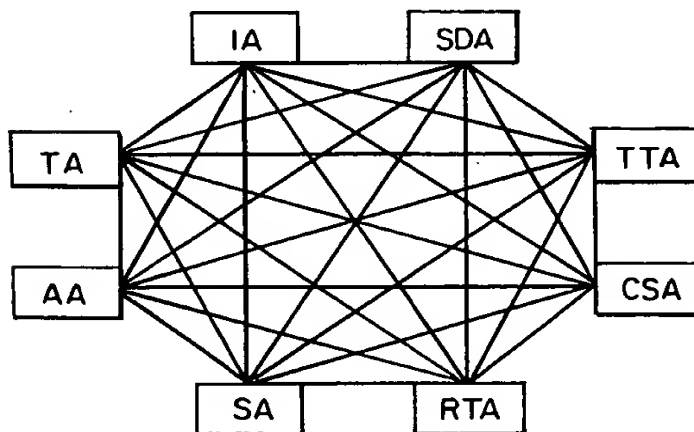


Fig. 23

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Friday January 5 2001 191			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down ,up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

Fig. 24

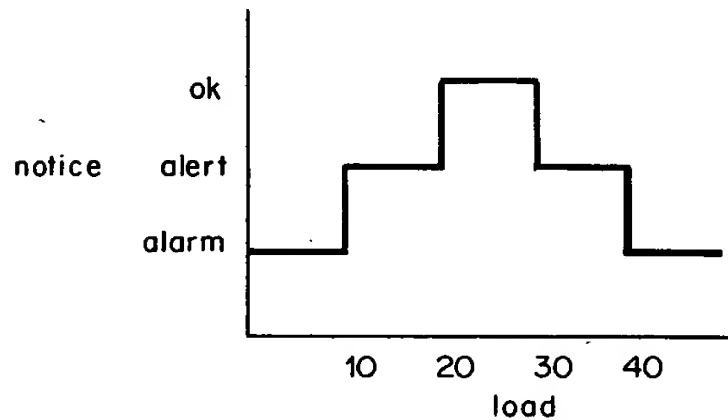


Fig. 25

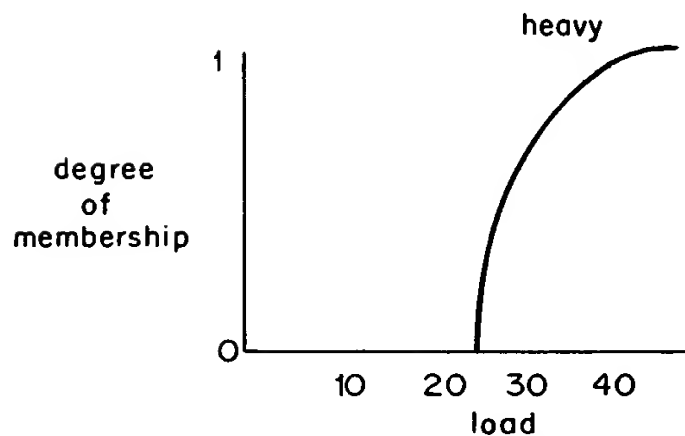


Fig. 26

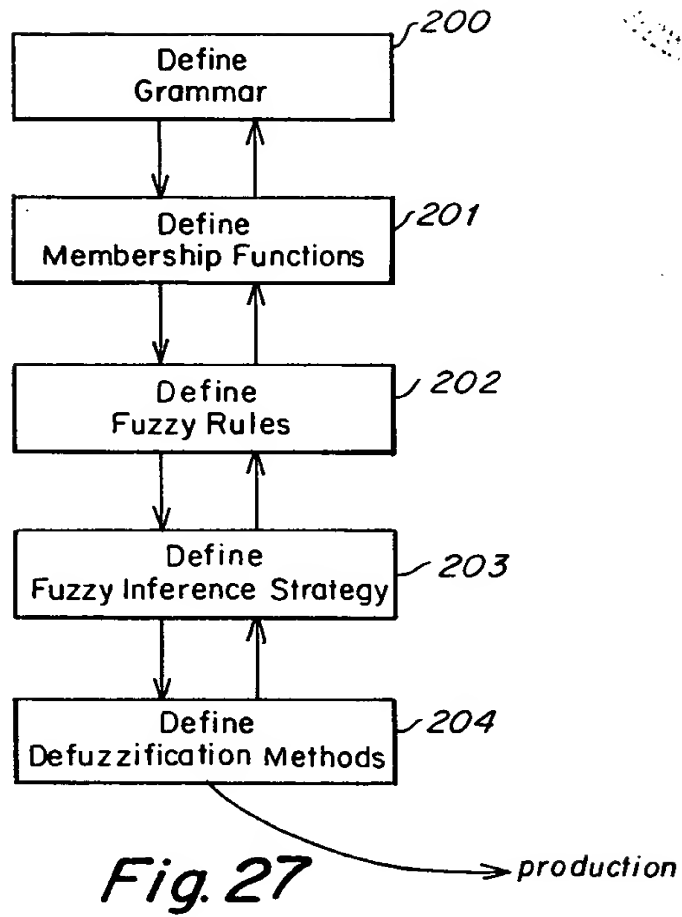


Fig. 27

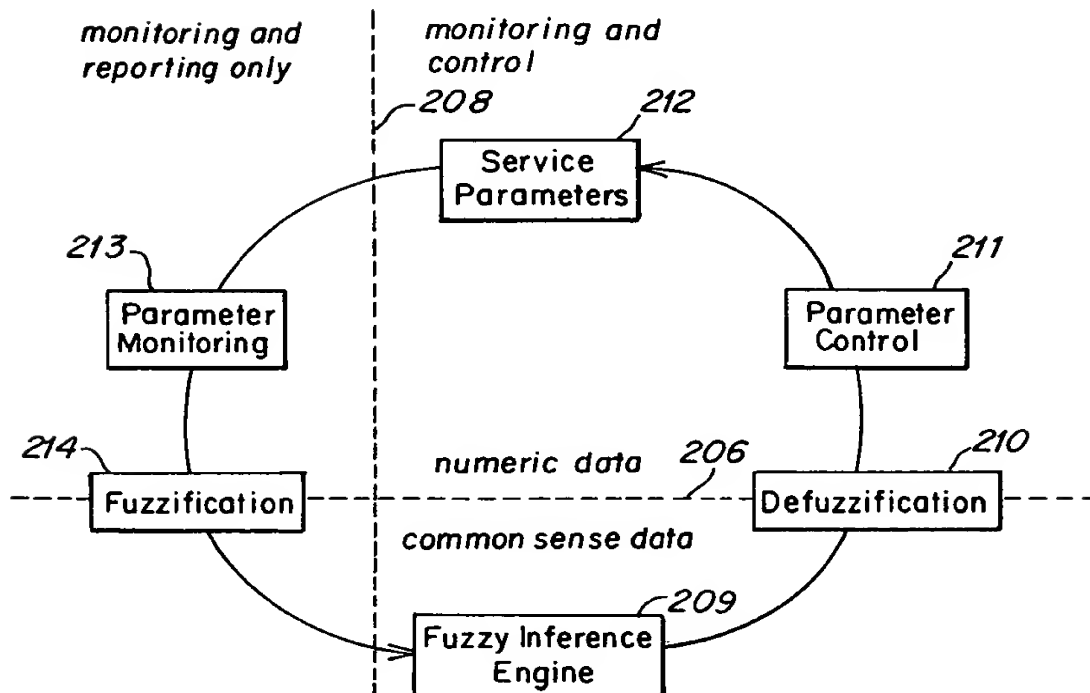


Fig. 28

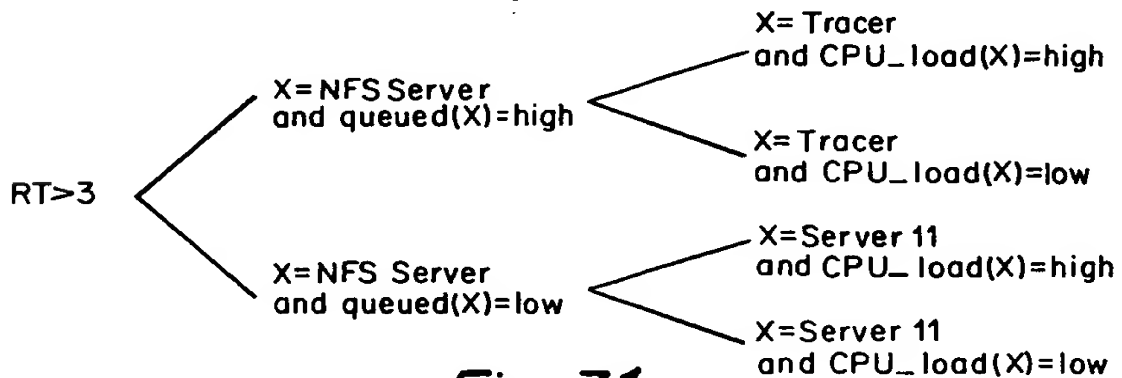
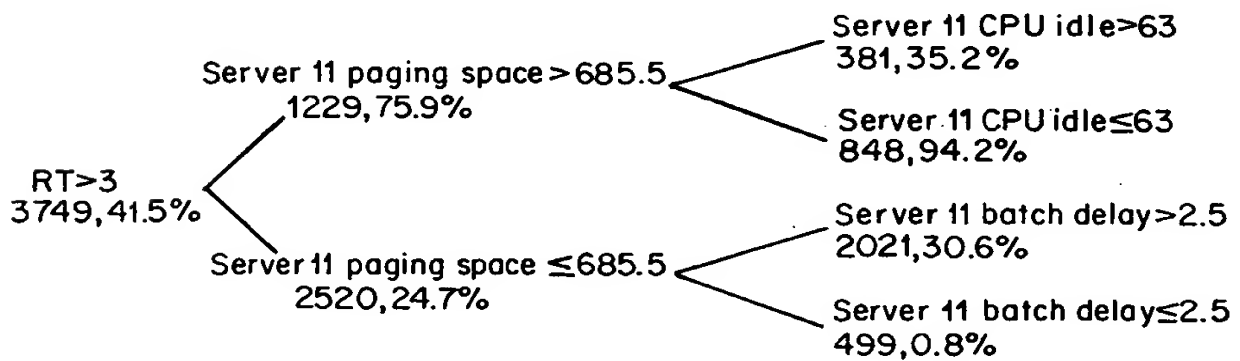
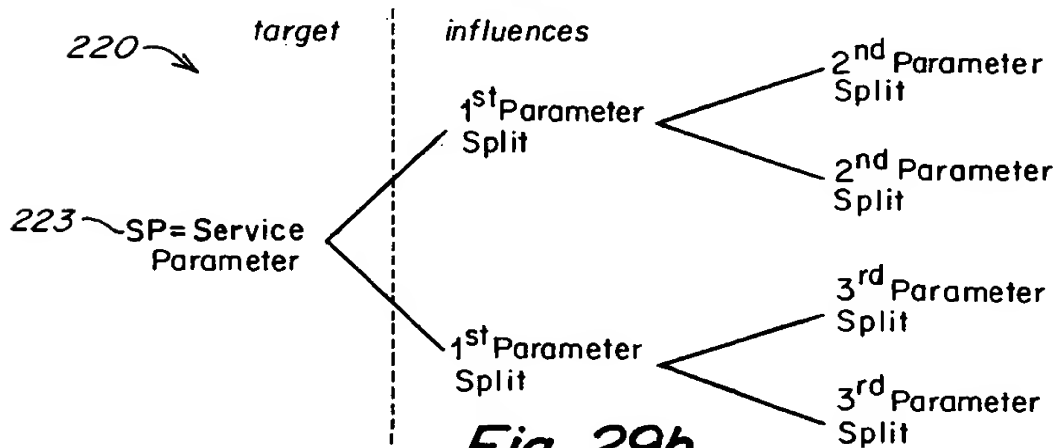
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possible influences on SP 225

target 224

	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
.	---	---	---	---	---	---	---	---
.	---	---	---	---	---	---	---	---
.	---	---	---	---	---	---	---	---

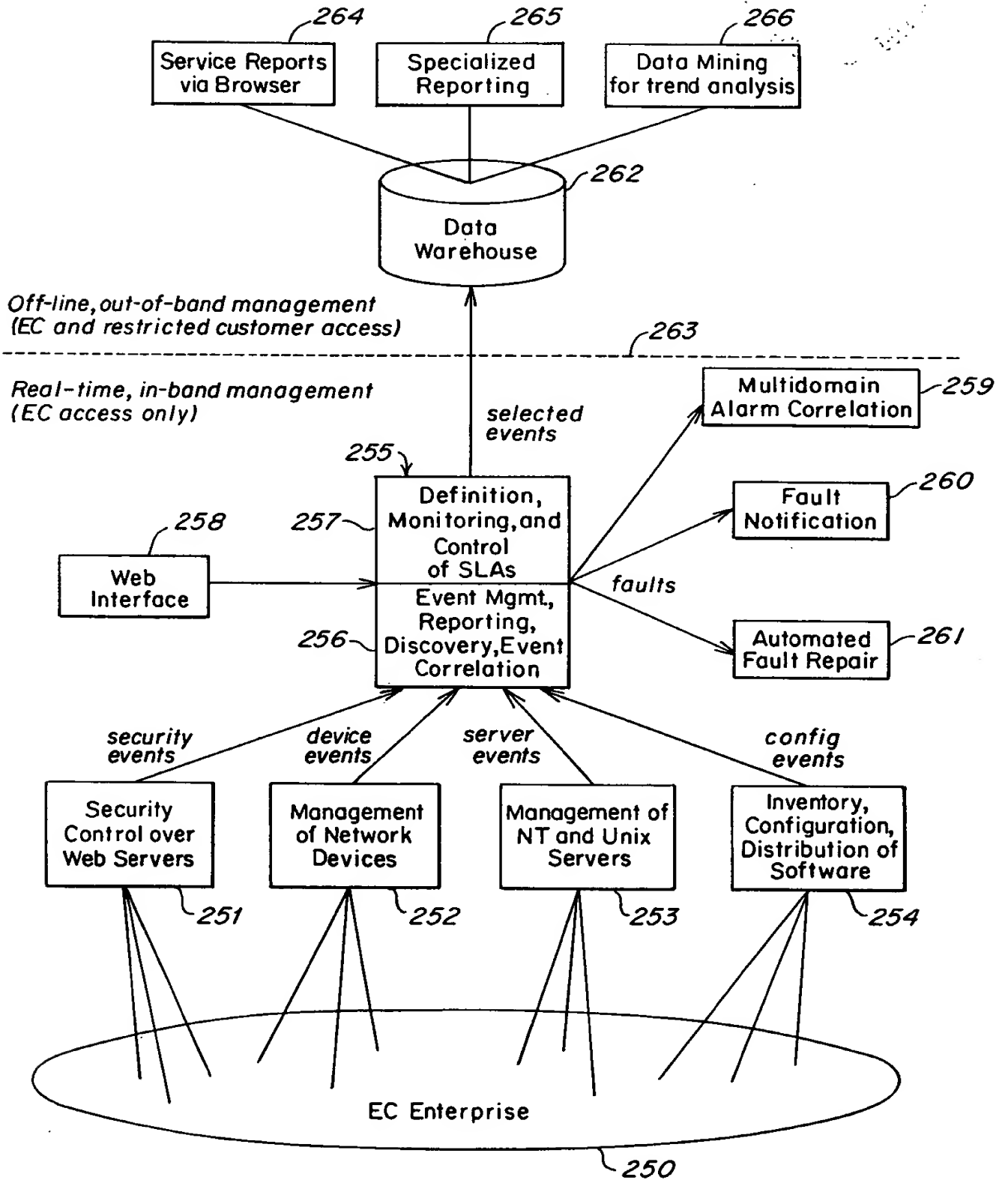
222

Fig. 29a



Service Agreement with XYZ Server Form						
Name Address Phone Email						
Policies						
Availability	___ (select 90-100%)				\$___	
Response Time	___ (select 2-5 sec)				\$___	
Security	___ (select high- med-low)				\$___	
Integrity	___ (select high- med-low)				\$___	
					Total: \$___	
<div style="display: flex; justify-content: space-between;"> Go Back (Month) Go Forward </div>						
Default: Availability___ Response time___ Security___ Integrity___						
<div style="display: flex; justify-content: space-around;"> Send Cancel </div>						

Fig. 32

*Fig. 33*

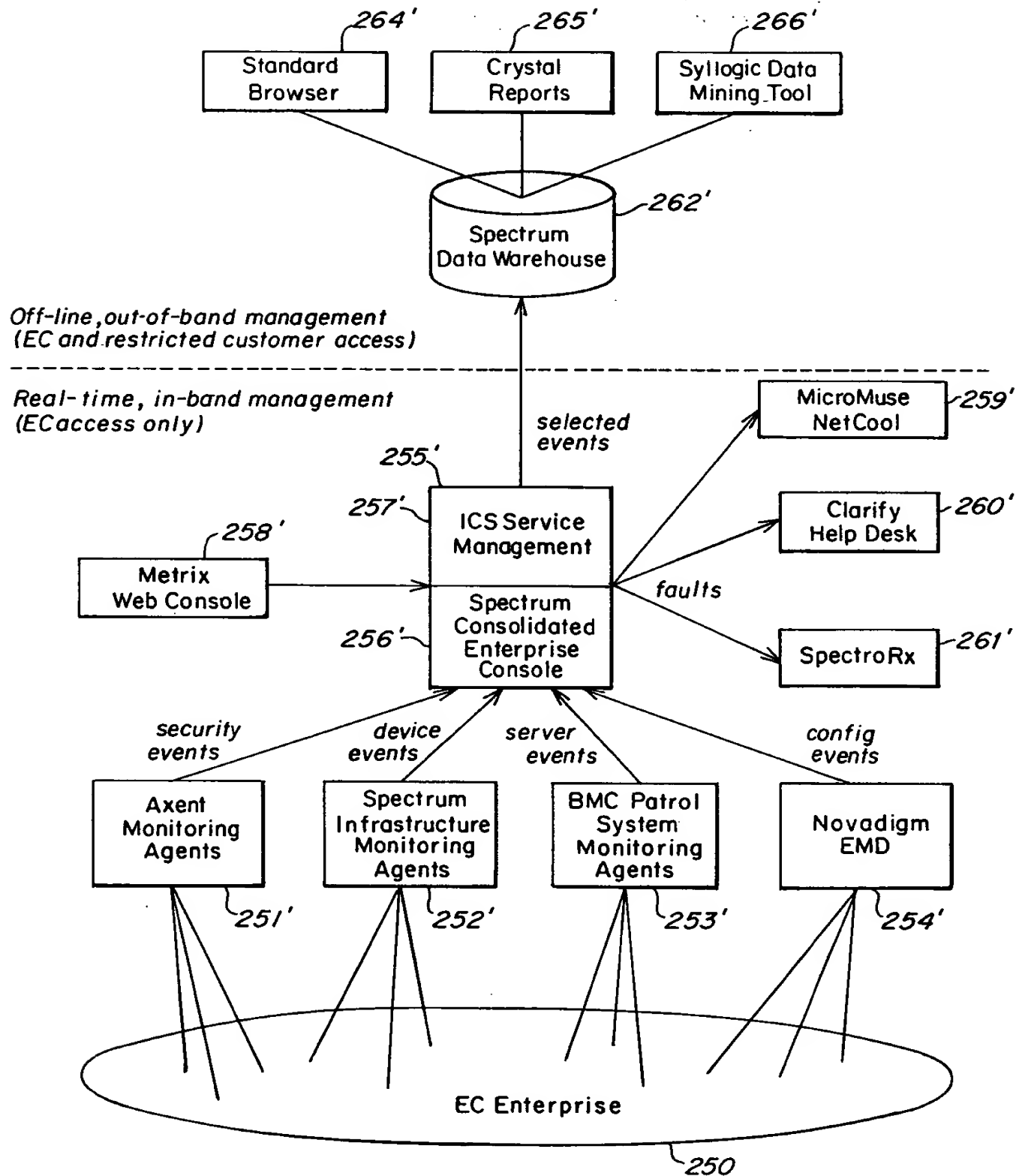


Fig. 34

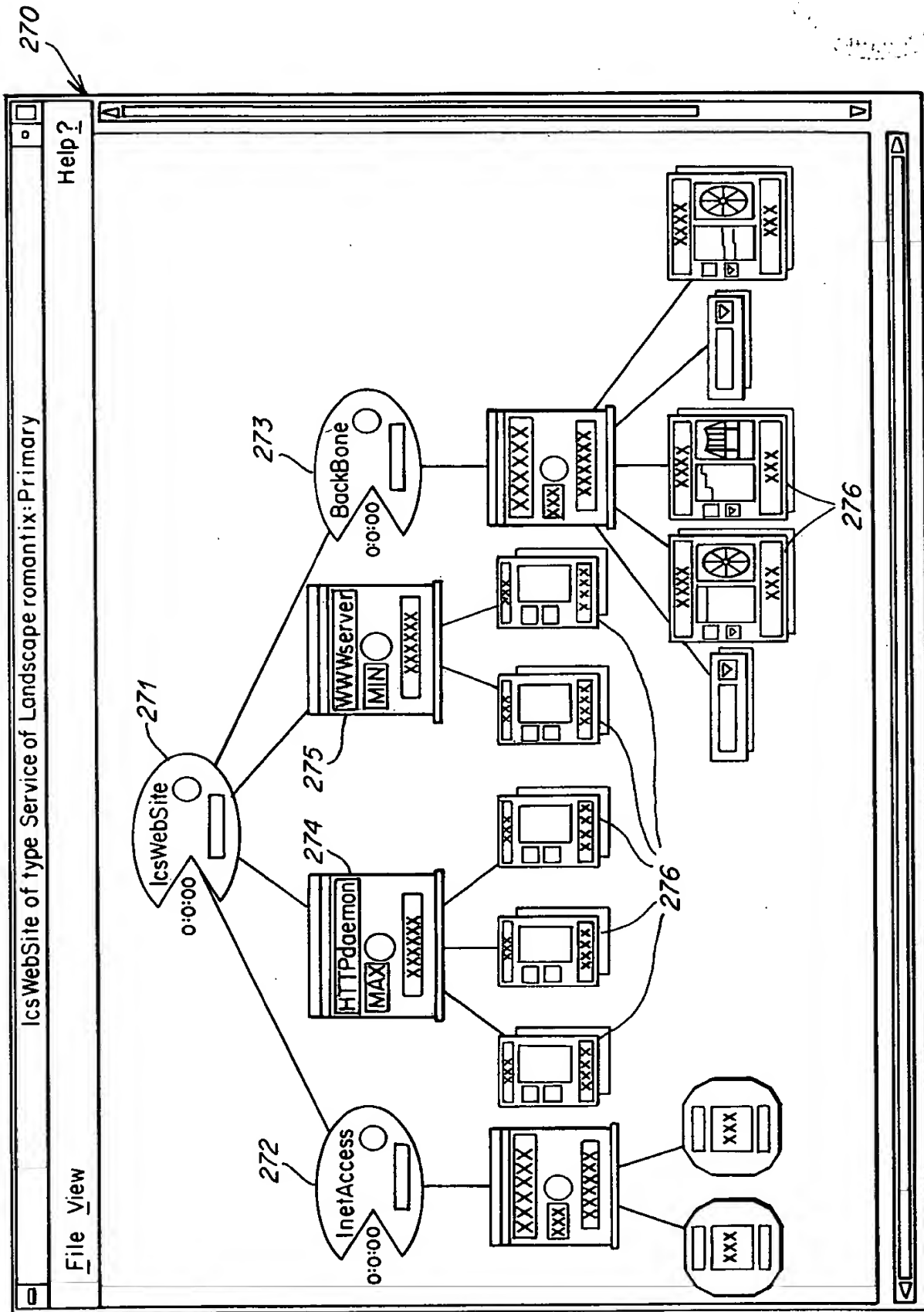


Fig. 35

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IT for Dev of type SLA of Landscape romantix:Primary

File View Help ?

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs
 Tuesday from 08:30 hrs to 17:30 hrs
 Wednesday from 08:30 hrs to 17:30 hrs
 Thursday from 08:30 hrs to 17:30 hrs
 Friday from 08:30 hrs to 16:00 hrs
 Saturday from 00:00 hrs to 00:00 hrs
 Sunday from 00:00 hrs to 00:00 hrs
 Holiday from 00:00 hrs to 00:00 hrs

Holiday Dates
 1,1,1,5,3,10,25,12,26,12

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ICS IT SLA_Container of Landscape

File View Help ?

Service Level Agreements

xxx xxx

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Monitor Definition

Monitor Name: Downtime per week

Alarm Counter xxxxxx xxxxxx xxxxxx

Unavailability xxxxxx xxxxxx

Fixed Period xxxxxxxxxxxxxx

Rolling Period xxxxxxxxxxxxxx

if any threshold has been exceeded create an Alarm with Severity 100

Create Monitor Cancel

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Fig. 36

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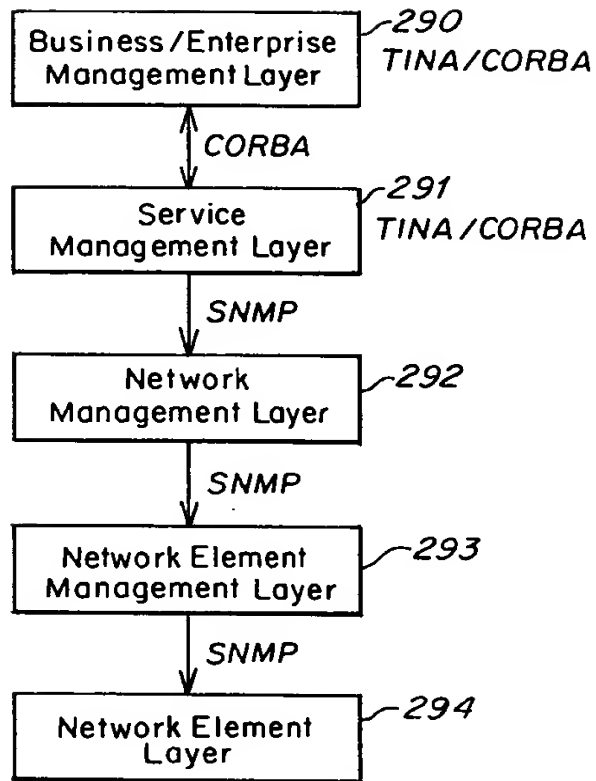


Fig. 37

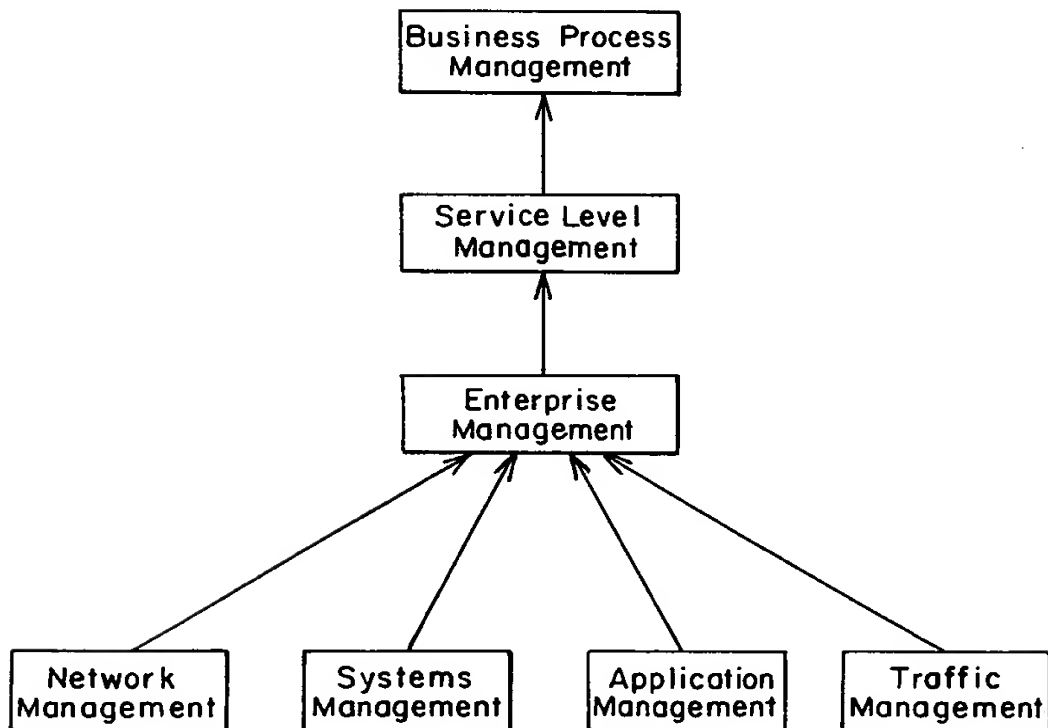


Fig. 38